

Appendix 7

Statewide FTE designated to fraud prevention and identification
DHS FTE resources designated to Medicaid and FoodShare
Program Integrity

Statewide FTE counts for FPIP Activities

Activities include front end verification (FEV), fraud investigations, data entry, claims establishment, administrative and fiscal support.

Agency/Consortium (Count)	FTE equivalents
DHS	3.0
Central WI Consortium (40 agencies)	8.0
Partners in Program Integrity Consortium (7)	6.35
Eau Claire County Consortium (7)	1.87
Southern WI Consortium (5)	1.41
Independent Agencies (14)	5.98
Enrollment Services Center	12.0
Milwaukee Enrollment Services	5.0
TOTAL	43.34

Recipient Program Integrity Section Staff Needs

Medicaid Eligibility Quality Control (MEQC) Mandated Activities

The MEQC Unit is a federally mandated to provide:

- Case reviews to determine accuracy of Medicaid benefits;
- Case reviews to determine accuracy of Medicaid case closures;
- Local agency performance monitoring;
- Performance data analysis leading to program improvement recommendations;
- Oversight of monthly active and negative action sample processes;
- Annual MEQC Pilot Project Reports to the federal oversight agency, The Centers for Medicare& Medicaid Services (CMS);
- Ongoing maintenance of an accurate case review records system;
- Ongoing monitoring of local agencies throughout the case review process (obtain files, answer case questions, notification of review findings and discuss results);
- Ongoing work with the federal oversight agency to insure compliance with federal policy and project completion deadlines;
- Timely completion of reviews through the cycle of existing case review, customer interview and benefit determination; and
- Ongoing training of staff regarding state policy and federal QC policy changes.

Current MEQC Staffing and Need

- The MEQC Unit is currently allocated 3 State FTE's. All three positions have been vacant for over two years. We have used other staff when available to work on the MEQC projects.
- Our recommendation is to fill the three vacant State positions.

Consequences of No Action

- The MEQC projects are federally mandated. Failure to meet these mandates could result in administrative and/or fiscal sanctions;

Recipient Program Integrity Section Staff Needs

- Failure to complete these projects may result in higher error rates; and
- Inability to provide timely business process improvement information could result in loss of program savings and a loss of program integrity at the local level.

The Commission could help assure continued program integrity and program savings by recommending that the MEQC vacancies be filled.

Income Maintenance (IM) Training Unit Activities

The IM Training Unit:

- Has responsibility for the development, implementation and evaluation of efficient and effective IM training programs for IM (Medicaid/BadgerCare and FoodShare) eligibility staff;
- Works with the Bureau of Enrollment, Policy and Systems (BEPS) staff, and will assist with coordination of contracted staff for IM training and other related communications;
- Identifies IM training needs related to IM policy, process and systems that exist for local IM agencies, consumers, and other partner agencies;
- Assists in the development and coordination of short and long-range training work plans that are consistent with Bureau, Division and Department goals and priorities;
- Identify new technologies associated with the delivery of training programs and to incorporate such new technologies as appropriate.
- Deliver training via distance based training methods.
- In addition, the IM Training Unit must possess and maintain up-to-date knowledge of all IM programs and activities for instructional preparation and presentation as well as maintain up-to-date knowledge of adult learning theory and effective training delivery methodology.

Current IM Training Unit Staffing and Need

- The IM Training Unit is currently allocated 2 State FTE's and 3.5 contracted staff.
- One of the contract positions is currently vacant.
- Due to Department and Division reorganizations and State budget issues the IM Training Unit has lost several positions in the past five years.
- When fully staffed the IM Training Unit has not been able to keep current training programs up to date and have struggled to meet new training program implementation due dates for the past two years.

Recipient Program Integrity Section Staff Needs

- Several of the ongoing training programs do not contain policy, process, and systems updates that have occurred over the last two years.
- The Unit currently does not have the computer hardware necessary to take advantage of all the new technologies available.
- Our recommendation is that two more State FTE's be allocated to the IM Training Unit. It is also recommended that the IM Training unit be allocated the resources it needs to take advantage of the technologies available. These recommendations are base on continuing the concept of distance based training.

Consequences of No Action

- There is no existing staff to re-assign to these positions. The result of not filling these positions will result in the IM programs failure to meet Federal corrective action mandates and could result in corrective action mandates and/or fiscal sanctions.
- Efficient and effective IM training programs for IM eligibility staff is essential to achieving program integrity and payment accuracy.

The Commission could help assure continued program integrity and program savings by recommending that the IM Training Unit resource needs are met.

FSQC Summary and Staff Needs

FSQC Mandated Activities

The FoodShare Quality Control (FSQC) Section is a federally mandated to provide:

- Case reviews to determine accuracy of FoodShare benefits
- Case reviews to determine accuracy of FoodShare case closures
- Case reviews to determine timeliness of the FoodShare application process
- Local agency performance monitoring
- Performance data analysis leading to program improvement recommendations
- Oversight of monthly active and negative action sample processes
- Ongoing data transmission to the federal oversight agency, the Food and Nutrition Service
- Ongoing maintenance of an accurate case review records system
- Ongoing monitoring of local agencies throughout the case review process (obtain files, answer case questions, discuss results)
- Ongoing work with the federal oversight agency to insure compliance with federal policy and monthly review completion deadlines
- Timely completion of reviews through the cycle of existing case review, customer interview and benefit (or decision) determination
- Ongoing training of staff regarding state policy and federal QC policy changes

Current FSQC Staffing and Need

- There are currently seven staff completing FSQC reviews. Based on workload analysis (21,400 hrs\yr for an average of 2,162 reviews) a total of 10 staff are needed to perform this function. As of June 30th, because of retirements, the section will have five first party reviewers, and will need **five** staff to complete the required number of reviews.
- There are currently 2 staff completing the 2nd party review and business improvement analysis functions. Our analysis indicates (6,130hrs\yr for 2nd party reviews, training and data analysis) that a total of three staff are needed to perform these functions. As of May 30th one more staff will be leaving this position. In order to be fully functional the FSQC section is in need of **two** staff to fulfill the required job functions associated with this position.

FSQC Summary and Staff Needs

Consequences of No Action

- The FoodShare Quality Control review process is federally mandated. Failure to meet monthly case review deadlines will result in administrative sanctions.
- Lack of staff to completely review cases may result in higher error rates and a return to sanction status.
- Inability to provide timely business process improvement information will result in delays in assistance to local agencies and a loss of program integrity at the local level.

The Commission could help assure continued program integrity by recommending that the FSQC Section be fully funded.